



Performance Report:

May

Measure

Data

Unemployment Insurance	
Total Benefits Paid	\$ 13,073,152
Unpaid Pending Claims	202†
Pending Appeals	69,570*†

Customer Contact Center Data	
Total Calls Handled	121,373
Average Wait Time for all Calls	1.36 min

Labor Market Data	
Initial Claims	16,273
Continued Claims	61,075
Unemployment Rate	3.0 %
Labor Force	4,347,215‡
Labor Force Participation Rate	63.8 %

Workforce Services Data	
Customers Served in Virginia Workforce Connection	13,272
New Employment Services Customers	3,725
New Intensive Reemployment Customers	416
New Trade Impacted Workers Enrolled	15
Veterans with Significant Barriers to Employment Served	396
Work Opportunity Tax Credits Awarded	\$ 14,350,800

* The increase in the pending appeals figure is due to the discovery of additional unlogged appeals after the departure of a contract worker in one of the appeals work units, which prompted a thorough inventory and examination of all appeals work units and resulted in the identification of approximately 11,000 unlogged appeals.

† as of 6/1/2022

‡ revised 8/30/2022